

REPLACEMENT SHEET

2/11

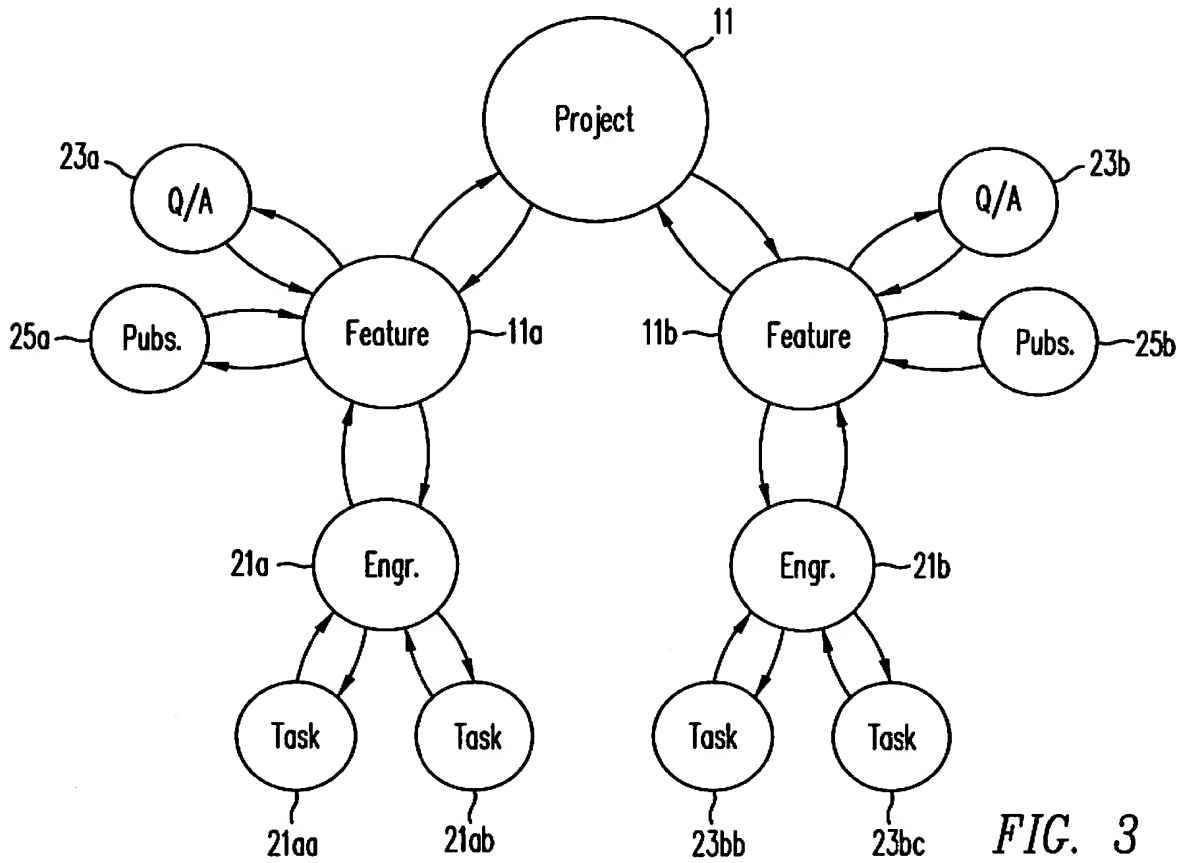


FIG. 3

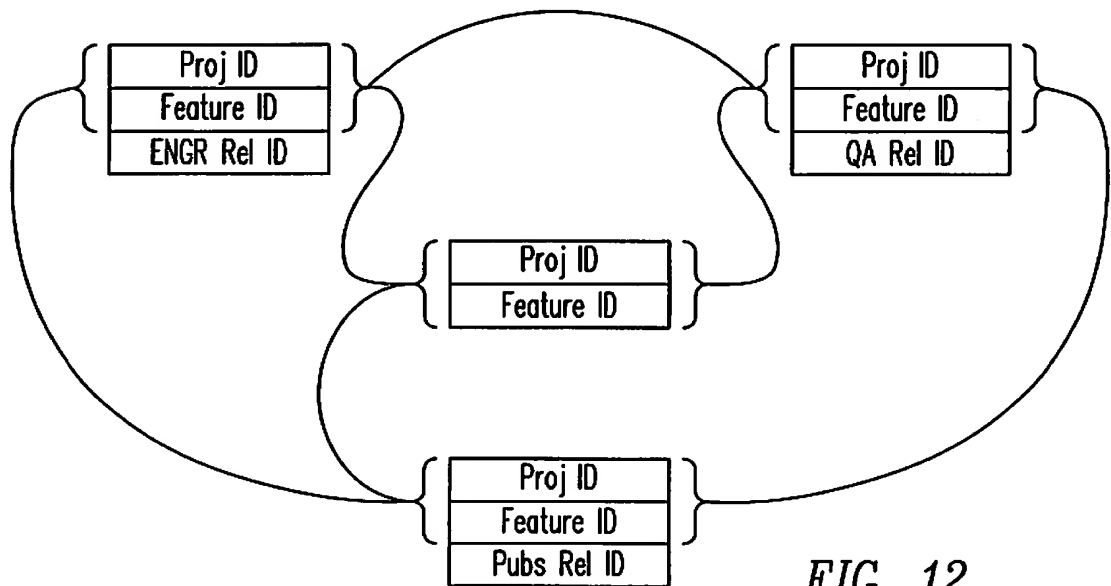


FIG. 12

REPLACEMENT SHEET

4/11

Siebel Sales Enterprise - Features

File Edit View Screen Go Query Reports Help

History <=> Threads Feature

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features

Feature	Title	Status	Priority	PM Group	Area	Assoc
1-1VTS	Siebel eService enhancements	Implementing	P0-Release Defining	PM-Internet Applications...	CTI	THIC
> 1-1W2M	Call me now	Implementing	P1 Critical	PM-Internet Applications...	CTI	THIC
1-1W2V	Quote enhancements	Implementing	P1 Critical	PM-SSE...	Quotes	MCF
1-1W2X	Discount rule	Implementing	P1 Critical	PM-SSE...	Quotes	MCF
1-1W31	Miscellaneous core enhancements	Implementing	P0-Release Defining	PM-Core...	Core	ASU
1-1W33	Data-driven dynamic properties	Implementing	P0-Release Defining	PM-Core...	Core	ASU

New Delete Copy Cancel

Feature# 1-1W2M Release Siebel 2000 Release/

Assoc. Parties THICKS Parent Siebel eService Enh

PM Group PM-Internet Applications Source Market Input

Area CTI Account 67

Sub Area Revenue 69

Title Call me now

Description Provides ability for an online customer to request callback from a customer support representative.

55

Related Release Items

MRD Call Me Now Eng. Task CTI enhancements to

QA Test Plan CTI-Server (Genesys) Tech Doc CTI Guide

Priority P1 - Critical Status Implementing

Comment Summary

Comments Attachments

Company meeting at 7:00pm Data network outage currently affecting all dial-in users 401k enrollment forms 4 of 4

Item 2 of 6

FIG. 5

REPLACEMENT SHEET

5/11

Siebel Sales Enterprise - MRD

File Edit View Screen Go Query Reports Help

History <=> Threads MRD

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features <

MRD

MRD

Activities Attachments Engineer Task QA Test Plan QA Test Tech Doc

MRD # Title Status Assoc. Parties PM Group

> 1-1WB1 Call Me Now Final THICKS... PM-SSV...
1-1WB2 Core Enhancements Draft ASUKUKA... PM-Core...
1-1WB3 Quotes Draft MCRONIN... ENGR-SSE...

New Delete Copy Cancel 77 57

MRD # 1-1WB1 Rel. Feature Call me now
Status Final 62 Assoc. Parties THICKS
Release Siebel 2000 Release PM Group PM-SSV 61
Title Call me now
Description 55

Comment Summary
Attachments

< Company meeting at 7:00pm Data network outage currently affecting all dtd-in users 401k enrollment forms due today 4 of 4

Item 1 of 3

FIG. 6

REPLACEMENT SHEET

6/11

Siebel Sales Enterprise - Engineer Task

File Edit View Screen Go Query Reports Help

History

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features

Queries

"SZK Release"

Engineer Task

Engineer Tasks

Task #	Title	Status	Priority	Assoc. Parties
1-1WB3	CTI enhancements to support Call I	In Progress		JABILAY...
1-1WB3	Expand object properties	In Progress		KSTROBEL...
1-1WB3	"Call Me Now" button	Unit Test		JMU...
1-1WB3	Maximum discount column	Not Started		JUAKUBIK...
1-1WB3	Add "Max Discount" control to Admin	Completed		KERODERS...
1-1WB3	Set restrictions for quote control	In Progress		JMU...

Engineer Tasks

Activities Attachments Subtasks

QA Test Plan QA Test Tech Doc

New Delete Copy Cancel

Task Description

Task # 1-1WB3

Release Siebel 2000 Release

Parent

Priority 87

Title "Call Me Now" button

Description Add "Call Me Now" button to eService Service Request Template

Assoc. Parties JMU

Eng Group ENG-SSE

Rel. Feature Call me now

Effort Low 89

Risk Low 93

53

79

Task Status

Status Unit Test 97

Design Rev 11/4/99

Code Rev 11/16/99

Comment Summary

Comp % 95

Target Date 12/2/99

101

99

103

Comments

Attachments

Company meeting at 7:00pm

Data network outage currently affecting all did-in users

401k enrollment

4 of 4

Item 3 of 7

FIG. 7

107

105

Siebel Sales Enterprise - QA Test Plans			
File Edit View Screen Go Query Reports Help			
History <=> Threads [QA Test Plans]			
Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features <			
Features			
Feature >			
MRO >			
Engineer Task >			
QA Test Plan >			
QA Plans			
Activities			
Attachments			
Plan Tests >			
QA Test >			
Tech Doc >			

Test Plan#	Title	Description	Status	Date	Assoc
> 1-1WD5	CTI - Server (Genesys 5.1)	Exercises CTI functionality using the Detailed Draft	Detailed Draft	12/14/99	TTTRAN
1-1WFX	CTI - Server (Prospect 6.0.5)	Exercises CTI functionality using the Final	Final	11/10/99	TTTRAN
1-1WG1	Dynamic Properties	Exercises object dynamic properties	High Level	12/15/99	TTTRAN
1-1WFY	SSV/SSE - Core Client - Quotes	Exercises functionality of generating MRD Review	MRD Review	12/22/99	JMESS

New Delete Copy Cancel	
Plan Description	
Plan # 1-1WD5	111 109
Release Siebel 2000 Release	Rel. Feature Call me now
Assoc. Parties TTTRAN 57	QA Group QA-Server
Title CTI - Server (Genesys 5.1)	
Description Exercises CTI functionality using the Genesys 5.1 switch	
Test Execution Summary	
Passes 3	119 121
Last Build Siebel 2000 v6.0 [2804] - Stable	

Plan Development	
Status Detailed Draft	113
Comp % 80	
Target Date 12/14/99	
Comment	
Summary	
Comments Attachments	

< Due today		Web calls in Queue is		Company meeting at 7:00pm		Data network outage currently		> 2 of 4	
								Item 1 of 4	

REPLACEMENT SHEET

8/11

Siebel Sales Enterprise - QA Test:

File

Edit

View

Screen

Go

Query

Reports

Help

History

Threads

QA Test

Activities

Calendar

Quotes

Forecasts

Compensation

Products

Literature

Time Sheets

Expense Reports

Training

SmartScripts

D&B

Partners

Features

QA Tests

Test #

Test Drive

Status

Tester Manager

Test Plan

Build

Database

Server OS

1-1WIX

11/9/99

Final

SPASS...

CTI - Server (Genesys 5.1)

Siebel 2000 v6.0 (2803)

Oracle

Windows NT 4.0

> 1-1WIY

11/17/99

Stable

TITRAN...

CTI - Server (Genesys 5.1)

Siebel 2000 v6.0 (2804)

Oracle

Windows NT 4.0

1-1WIZ

12/22/99

Stable

SPASS...

CTI - Server (Genesys 5.1)

Siebel 2000 v6.0 (2804)

Oracle

Solaris UNIX

Test Details

Test Defects

Tech Doc

New

Delete

Copy

Cancel

Test Description

Test #

1-1WIY

Tester

TITRAN

Date

11/17/99

Release

Siebel 2000 Release

Test Plan

CTI - Server (Genesys)

Build

Siebel 2000 v6.0 (280)

Test Environment

Web Srv. OS

Windows NT 4.0

Client OS

Window NT

Server OS

Windows NT 4.0

Database

Oracle

Client Type

Dedicated

Tests Execution Status

Type

Quick

Status

Stable

Cover %

90

Pass %

90

Comment

Summary

Comments

Attachments

Company meeting at 7:00pm

Data network outage currently affecting all did-in users

401k enrollment forms due today

Web calls in Queue is

Company

1 of 4

Item 2 of 3

FIG. 9

REPLACEMENT SHEET

9/11

Siebel Sales Enterprise - Tech Documents

File Edit View Screen Go Query Reports Help

History

Activities Calendar

Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features

Threads Tech Doc

Features

Feature MRD Engineer Task QA Test Plan QA Test

Tech Doc

Tech Documents

Activities Attachments

Doc # Title Status Priority Est Pages

> 1-1WGR Ctl Guide First Draft 100

1-1WGU Siebel Applications Guide First Draft 150

1-1WIS Siebel Tools Reference Guide First Draft 200

New Delete Copy Cancel

Document Description

Doc # 1-1WGR Est Pages 100

Release Siebel 2000 Release New % 20

Version 5.1

Title Ctl Guide 53

Description Guide to Ctl functionality, including the installation and configuration of supported Ctl middleware.

Document Development

Status First Draft Comp % 30 Target Date 12/15/99

Rel. Features Call me now Assoc. Parties PBROWN

Comment Summary

Attachments

< Data network outage currently affecting all dial-in users 401k enrollment forms due today Web calls in Queue is Company meeting at 7:00pm

Item 1 of 3

1 of 4

FIG. 10